

Attachment E Performance Requirement Summary

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.1. Project Management (Task 1, Task 2 & Task 3)				
1	The contractor shall provide and maintain a DPS project management plan (PMP) over the life of the contract.	Submission of an acceptable PMP to the Government within twenty (20) days of contract award, with subsequent notification to the Government for its agreement to any proposed change in the PMP.	Monitor timely submission and review PMP for acceptability.	NA
2	The contractor shall provide monthly progress and status reports.	<p>Progress and status reports for each month delivered by the eighth (8th) day of each subsequent month. Reports should include the following:</p> <p>a) Reports recapitulate progress for the completed reporting period and summarize planned activities for the upcoming reporting period.</p> <p>b) Reports identify problem areas, taken or planned resolution actions, or recommendations for corrective actions.</p> <p>Once DPS is operational, reports will include monthly user satisfaction and operational availability information, including scheduled and unscheduled maintenance outages and other unscheduled outages (historical for reporting month and projected for upcoming month).</p>	Report completeness and timely submission.	NA
3	The contractor shall schedule and conduct monthly Interim Process Reviews (IPRs) for the Government that address management, software development, integration,	a) Monthly review agenda topics submitted at least five (5) business days prior to each scheduled IPR and the agenda agreed upon by the Government.	Timely conduct of agreed-upon monthly reviews as scheduled.	NA

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	implementation, scheduling, logistics, procurement, technical status, subcontracting, progress problems, and other appropriate topics.	<p>b) Read-ahead copies of proposed monthly review briefings provided to the Government not later than two (2) business days before an IPR.</p> <p>c) IPR attendance by contractor key personnel as required by the Government.</p> <p>d) Meeting minutes recorded and provided not later than three (3) business days after each IPR.</p>		

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2.2.2. Attend and Conduct Meetings and Briefings (Task 1, Task 2 & Task 3)				
4	The contractor shall attend and conduct briefings required by the Government. The Government shall approve agendas, read-ahead packages, including briefing charts.	<p>a) Meeting attendance by technically and functionally qualified representatives at all meetings as required by the Government.</p> <p>b) Read-ahead copies of proposed meeting briefings provided to the Government not later than two (2) business days before an IPR or other meeting.</p> <p>c) Meeting minutes recorded and provided not later than three (3) business days after each meeting.</p>	Timely submission of read-ahead packages and meeting minutes.	NA
2.2.3. Comprehensive Gap Analysis; Design a Detailed Integrated DPS Solution (Task 1)				
5	<p>The contractor shall perform a comprehensive gap analysis between the COTS products and MTMC proposed business processes. The contractor shall perform all tasks necessary including but not limited to the following:</p> <p>a) Identify the COTS system functionality in meeting MTMC requirements (as detailed in Attachments B and C) and further identify those requirements that will result in DoD business process changes in the selected COTS system.</p> <p>b) Identify and document non-COTS requirements and interfaces associated with the COTS package on the basis of MTMC business process change decisions and recommend business</p>	Provide the Government a comprehensive draft gap analysis ninety (90) days after contract start. Provide a final analysis fourteen (14) days after receipt of Government comments. The gap analyses shall demonstrate a thorough understanding and assessment of all the factors required for the analyses.	Monitor timely submission and review deliverable for acceptability.	<p>Reduction in price of SLIN 0001AA for late delivery based on the following:</p> <p>1-4 days late – 0.25%</p> <p>5-7 days late – 0.50%</p> <p>8-9 days late – 0.75%</p> <p>10 days late – 1.0%</p> <p>Additional 0.25% for each day thereafter that delivery is late</p>

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	<p>process changes for MTMC approval.</p> <p>c) Analyze proposed solution's ability to meet MTMC's and DoD's operational system and architectural requirements.</p> <p>d) Special attention should be given to the Government's desire for user-friendliness (avoidance of duplicate entries, auto population of fields, etc.).</p>			

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6	<p>Based on the results of the gap analysis, the contractor shall validate the technical solutions and identify COTS changes and MTMC agreed upon business process changes. The contractor shall provide detailed design recommendations and if appropriate, alternatives for Government acceptance.</p> <p>The contractor shall perform all tasks necessary to provide a detailed integrated DPS solution including but not limited to the following:</p> <p>a) Validate the contractor's proposed technical solution against gap analysis results and identify any impacts on DPS development and implementation.</p> <p>b) Access the Reports, Interfaces, Conversions and Extensions (RICE) repository and review data with the intent to leverage any work already done. The RICE repository contains high level object attributes of objects already developed by existing DoD programs within the logistics domain.</p> <p>c) Ensure the DPS solution is scalable and expandable and capable of supporting additional functionality, increased data requirements, and additional users.</p> <p>d) Identify and document as a minimum the following:</p>	<p>Provide the Government comprehensive draft design documentation ninety (90) days after contract start. Provide a final comprehensive design documentation fourteen (14) days after receipt of Government comments. The design shall address all the areas listed above and substantiate the technical and functional validity of the proposed solution and identify any impact on cost or schedule.</p>	<p>Monitor timely submission and review design document for acceptability.</p>	<p>Reduction in price of SLIN 0001AA for late delivery based on the following:</p> <p>1-4 days late – 0.25%</p> <p>5-7 days late – 0.50%</p> <p>8-9 days late – 0.75%</p> <p>10 days late – 1.0%</p> <p>Additional 0.25% for each day thereafter that delivery is late</p>

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	<p>*Database requirements for support of the DPS solution in development, test, production, and failover and continuity of operations (COOP) environments.</p> <p>*Migration of user data, including methods of extracting, deriving, transforming, and loading historical and operational data from legacy systems to DPS.</p> <p>*Associated reference tables required to support DPS.</p> <p>*Detailed system interface requirements.</p> <p>*All software components and associated tools required to support DPS.</p> <p>*Hardware, operating system, and network requirements to support DPS in the development, test, production, and failover, COOP environments defined at Attachment C. Contractor will provide the minimum capabilities/specifications of platforms (production, development, failover, COOP, and test).</p> <p>*Technical Architecture and Data Model documentation as required by Table C-2 in Attachment C.</p> <p>e) Identify and document how the solution addresses Defense</p>			

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	<p>Transportation System (DTS) Enterprise Architecture (EA) and Public Key Enable (PKE) requirements to support an integrated DPS. This will include but will not be limited to:</p> <p>*Design, development, testing, migration, and implementation of a system to become Level 7 DII COE certified.</p> <p>*Meet all the requirements set forth in the following guidance and mandates:</p> <ul style="list-style-type: none"> • DoD Joint Technical Architecture (JTA) • Defense Transportation System Enterprise Architecture (DTS EA) • Defense Information Infrastructure (DII) Common Operating Environment (COE) • C4ISR Technical Framework • Clinger Cohen Act: Information Technology Management Reform Act (ITMRA) • DoD Directive 4630.5 – Interoperability and Supportability of Information Technology and National Security Systems • DoD Instruction 4630.8 Interoperability and Supportability of Information Technology and National Security Systems. • Section 508 (New requirements for access by the disabled specified in the Rehabilitation Act, as detailed in 36CF 1194, Subpart B) 			

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	<ul style="list-style-type: none">• DoD Directive 5200.40, DoD Information Technology Security Certification and Accreditation Program (DITSCAP), resulting in accreditation per DoD 8510.1-M (DITSCAP Manual)• USTRANSCOM Data Management Handbook August 2003• Department of Defense Directive Number 8500.1 Information Assurance (IA)• Department of Defense Instruction Number 8500.2 Information Assurance (IA) Implementation• Other requirements as referenced in Attachment C			

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2.2.4. Development, Test, Evaluation, Implementation, Transition and Training Milestone Planning (Task 1)				
7	<p>The contractor shall provide an updated PMP incorporating milestones for the time-phased development, test, and evaluation of DPS in two increments as listed below and provide recommendations and alternatives to the Government for acceptance. The contractor shall deliver DPS no later than two hundred seventy (270) days after start of Task 2.</p> <p>The Government estimates that Increments will be delivered either according to, or in less time than, the schedule detailed to the right of each individual increment listed below. Please note this schedule is depicted as Not to Exceed (NTE) days for each increment. The contractor's proposed delivery days can be earlier, but not later than, the days indicated.</p> <p>The Government requires the development and delivery of fully integrated functionality according to the following increments.</p> <p>Increment 1 - Delivery NTE 150 days after the start of Task 2</p> <ul style="list-style-type: none"> • Transportation Provider Solicitation and Bid functionality • Counseling and Move Management functionality <p>Increment 2 - Delivery NTE 120 days after delivery of Increment 1</p>	<p>Submit a draft of the updated PMP with the development, test, and evaluation milestone plan within ninety (90) days after contract start. Provide revised PMP fourteen (14) days after receipt of Government comments. The PMP shall incorporate any changes required by the approved design.</p>	<p>Monitor timely submission and review PMP for acceptability.</p>	<p>NA</p>

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	<ul style="list-style-type: none"> Post-Move Management functionality Forecasting and Analysis functionality, security and accreditation for the complete system <p>Each delivery shall include the interfaces that apply to its functionality and shall build on its predecessor so that full process functionality is achieved with delivery of Increment 2.</p> <p>For each increment, the contractor will provide appropriate sections of the user manuals, training materials/software and system documentation.</p> <p>The Contractor will work closely with the Government Independent Validation and Verification (IV&V) contractor prior to delivery of the increment to ensure the IV&V contractor is aware of specific functionality to be contained in each module and to enable preparation of test conditions in sufficient time for Government testing. Mechanism for such process will be mutually agreed upon between the contractor and the Government. This mechanism will include a code walk through for Government and IV&V.</p> <p>The plan shall include as a minimum the following:</p> <p>a) Detailed milestones to develop,</p>			

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	<p>integrate, and test all DPS hardware, software, and communications components.</p> <p>b) Schedule and approach for component acquisitions, development, component integration, test and evaluation of identified DPS functionality and capabilities by increment.</p> <p>c) Organizations and systems participating in testing, identification of locations and resources to support development, integration and testing, and the impact of system interface agreements.</p> <p>d) Any changes required for file conversions and changes, if needed, to interfacing systems, identified by DPS deliverable increments. The contractor shall coordinate interface requirements and milestone planning with proponents of interfacing systems.</p> <p>e) All hardware and software requirements and final cost data required to perform Task 2.</p>			

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8	<p>The contractor shall provide an updated PMP incorporating milestones for the implementation and transition to DPS. The milestones shall balance program risk, enhance maximum functionality early in the life cycle of DPS, and minimize concurrent resource demands on the Government. The implementation and transition plan must address any requirement for parallel operations of DPS, and the MTMC family of personal property systems until transition to DPS is fully completed.</p> <p>a) Prepare an implementation schedule that provides for an effective and efficient deployment of DPS.</p> <p>b) Develop a milestone plan for DPS operational transition in coordination with the Government.</p> <p>c) Obtain Government acceptance of the implementation and transition plan.</p>	<p>Submit a draft of the updated PMP with the implementation and transition milestone plan within 90 days after contract start. Provide revised PMP fourteen (14) days after receipt of Government comments. The PMP shall incorporate any changes required by the approved design.</p>	<p>Monitor timely submission and review PMP for acceptability.</p>	<p>NA</p>
9	<p>The contractor shall provide an updated PMP incorporating a plan for training all users of DPS, and DECC support personnel. The plan shall also consider and provide recommended methods for satisfying sustainment user training during the DPS operational period. The plan must be consistent with the timeline constraints identified in sections 1.1 and 1.4.5 (Period of Performance). The military</p>	<p>Submit a draft of the updated PMP with the training plan, including milestones ninety (90) days after contract start. Provide revised PMP fourteen (14) days after receipt of Government comments.</p>	<p>Monitor timely submission and review PMP for acceptability</p>	<p>NA</p>

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	transportation schools will be providing functional user training on DPS to selected users (e.g. PPSOs and service members). The plan shall address the support to the military transportation schools.			

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2.2.5. Development & Delivery of DPS for Government Testing (Task 2)				
10	<p>The contractor shall develop DPS in accordance with planned milestones and in coordination with the IPT. The contractor is responsible for the delivery, actual set-up and implementation of all hardware and software acquired by the contractor.</p> <p>Software Development Testing (SDT). The contractor shall conduct increment, integration, and interoperability testing in accordance with commercial standards and best practices to ensure that DPS meets all functional, technical, interfacing, security, and accreditation requirements. Prior to delivery of each increment to the Government the contractor shall perform comprehensive testing in a controlled environment. If significant problems are encountered during testing that may result in slippage in the delivery of the system, the contractor will notify the COR immediately upon discovery of those problems. Prior to delivery of increment 1, the contractor shall identify specific functionality that cannot be fully tested until delivery of increment 2 (ref. Section 2.2.4). The contractor shall demonstrate each increment's functionality at the completion of SDT. The purpose of this demonstration is to show that the increment meets the required functionality and is ready for Government testing.</p>	<p>a) The contractor shall deliver the SDT Software Test Plan (STP) 14 days prior to the start of SDT. The contractor will complete the software development testing (SDT) prior to delivering the system for IV&V testing by the government.</p> <p>b) The contractor shall provide the DPS system increments ready for IV&V testing. The supporting documentation will be delivered as listed in attachment A, and will include at a minimum:</p> <ul style="list-style-type: none"> • Software Requirements Specifications • Database Design Description • Interface Requirements Specifications • User Manuals • Training Materials • Software Version Descriptions • System and Sub-System Specifications <p>c) DPS shall fulfill the functional, technical, interfacing, security, and accreditation requirements detailed in attachments B, C, and D.</p> <p>d) The contractor shall meet the specified time-lines in the PWS and the PMP, as accepted by the Government.</p> <p>e) The contractor shall deliver SDT Software Test Results (STR) five (5) business days after the release of each increment of code.</p>	<p>Timely delivery of the system increments and supporting documentation.</p> <p>Evaluation of the functionality of the demonstrated system.</p>	<p>Reduction in price of SLINs 0002AA, 0002AD for late delivery of system for IV&V testing or failure of the system to meet the demonstrated requirements, based on the following:</p> <p>1-4 days late – 0.5%</p> <p>5-7 days late – 1.0%</p> <p>8-9 days late – 1.5%</p> <p>10 days late – 2.0%</p> <p>Additional 0.5% for each day thereafter that delivery is late</p>

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2.2.6. Support Government Testing and Evaluation (Task 2)				
11	<p>The contractor shall support Government test and evaluation requirements for DPS. The contractor shall provide functional and technical support during each test. The contractor shall make system corrections and validate those corrections, as needed, until acceptance by the Government.</p> <p>a) Independent Validation and Verification will be conducted in a controlled environment by the Government as part of the test and acceptance procedures for all increments. The IV&V contractor will test and approve or reject each increment within thirty (30) days of delivery by the DPS contractor. Testing of Increment 1 delivery will occur concurrently with Increment 2 development.</p> <ul style="list-style-type: none"> Software Qualification and Interface Test (SQT). The contractor will support the Government and IV&V contractor in conducting an SQT. The DPS contractor will make fixes during the SQT for re-testing by Government testers prior to conclusion of SQT. This task validates that the system meets the technical, functional and interface requirements; and that the Government is satisfied and ready to pass it on to the 	<p>DPS shall comply 100 percent with Government-approved requirements before acceptance by the Government. This performance standard applies equally to the specified functional, technical, security and accreditation, and interface requirements. Final acceptance of each increment will be based on correction of all problems identified during Government testing.</p>	<p>Comparison of problems discovered during SQT and SAT. Evaluation of test results to validate contractor's compliance with functional, technical and interface requirements.</p>	<p>Reduction in price of SLINs 0002AA, 0002AD equivalent to the % of failure of the DPS requirements.</p> <p>If the system fails to fully comply with the Government's requirements, the Government may reject the system and impose a new delivery schedule.</p>

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	<p>acceptance phase.</p> <ul style="list-style-type: none">▪ The contractor shall provide the SQT test environment that emulates the production environment. <p>b) Software Acceptance Test (SAT). The contractor will support the Government in conducting a SAT to ensure that the software satisfies functional, technical and interface requirements. The DPS contractor will make fixes during the SAT for re-testing by Government testers prior to conclusion of SAT. Test will be performed in the production environment.</p>			

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2.2.7. Implementation & Transition of DPS (Task 2)				
12	The contractor shall execute the implementation and transition plan.	Implement DPS, in accordance with the scheduled milestones of the implementation and transition plan.	Compliance with plan requirements, and implementation of, and transition to, DPS acceptable to the Government.	NA
2.2.8. Implementation Training (Task 2)				
13	The contractor shall provide implementation training in accordance with the training plan.	<p>a) The contractor shall provide training materials covering 100% of the functionality and suitable for the intended audience. Submit a draft of the training materials concurrent with the delivery of each Increment. The contractor shall revise the training materials as necessary during testing. The final revised training materials shall be provided at the conclusion of SAT.</p> <p>b) The contractor shall track personnel who completed training as well as effectiveness of training through testing. The contractor shall provide metrics to demonstrate the effectiveness of the training.</p> <p>c) Conduct user training as coordinated with DPS end-user organizations. The contractor must effectively train approximately 800 PPSO primary users (i.e., JPPSOs, PPPOs, and CPPSOs), 200 general DoD primary users, and 3,600 TP primary users via CD ROM or web-based training in accordance with the training plan. Upon successful completion of the training by a user, an individualized</p>	Timely submission of training materials. Review of the completed training materials for acceptability. Review of test results metrics. User feedback on quality of training.	<p>Reduction in price of SLINs 0002AB, 0002AE for late delivery of training materials, based on the following:</p> <p>1-4 days late – 0.5%</p> <p>5-7 days late – 1.0%</p> <p>8-9 days late – 1.5%</p> <p>10 days late – 2.0%</p> <p>Additional 0.5% for each day thereafter that delivery is late</p>

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		<p>completion certificate will be generated with control number.</p> <p>d) The contractor must also provide a training tutorial capability within DPS for personnel authorized to move personal property in the DoD program concurrent with the delivery of increment 2.</p> <p>e) One hundred (100) percent of users (excluding personnel authorized to move personal property in the DoD program) have been provided the opportunity to receive training, prior to going into production. The Government will identify all end-users and personnel requiring training and provide names, organizations, locations, and contact information.</p> <p>f) The contractor is responsible for developing materials (e.g. manuals, instructions) and training DECC personnel on system administration procedures thirty (30) days prior to going into production.</p>		

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2.2.9. Change Management (Task 2)				
14	The contractor shall provide an updated PMP incorporating a plan for change management that supports cultural change issues, identifies techniques for managing changes, addresses awareness of roles and responsibilities under a Government-contractor relationship, and emphasizes increased awareness of DPS benefits for all potential users. The plan should consider constraints and limitations in terms of time and resources. Recommendations must be feasible and implementable. The contractor will have primary responsibility for implementation of the plan.	Submit a draft of the updated PMP with the change management plan, including milestones (45) days after the start of Task 2. Provide revised PMP fourteen (14) days after receipt of Government comments.	Monitor timely submission and review PMP for acceptability.	NA
15	The contractor shall implement the approved change management plan.	<p>a) The contractor shall provide status of the implementation and any recommended changes to the plan during monthly IPRs.</p> <p>b) The contractor shall meet the milestones as scheduled and achieve desired outcomes of those milestones.</p>	Periodic monitoring of the approved plan's implementation.	NA
2.2.10. Security and Information Assurance Plan (Task 2)				
16	The contractor shall provide an information assurance plan for attaining DPS certification and accreditation and for maintaining DPS that meets the information assurance requirements in Attachment C.	<p>a) Submit a draft of information assurance management plan thirty (30) days after the start of Task 2. Provide revised plan fourteen (14) days after receipt of Government comments.</p> <p>b) Provide an Automated Information System Security Plan, including a Security Testing and Evaluation Plan, and</p>	<p>Monitor timely submission and review PMP for acceptability</p> <p>Successful certification and accreditation of DPS before the scheduled</p>	NA

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		a Systems Security Authorization Agreement (SSAA) 270 days after the start of Task 2.	service implementation.	
2.2.11. User Assistance and Support (Task 2 & Task 3)				
17	The contractor shall provide tier 2 level user assistance and worldwide support of DPS, twenty-four (24) hours a day, seven (7) days a week. The contractor shall execute procedures for supporting the MTMC System Response Center's Standard Operating Procedures (SOPs).	<p>a) Provide detailed DPS training to MTMC System Response Center personnel prior to implementation. Provide continuous updates as system functionality changes.</p> <p>b) Prior to implementation, establish a liaison capability supporting the MTMC System Response Center in assisting users and answering questions concerning DPS operations. The liaison does not have to be a person on-site at MTMC.</p> <p>c) Resolve trouble calls referred by the MTMC System Response Center in accordance with the MTMC System Response Center SOPs in effect at the time of system implementation.</p> <p>d) Provide the Government representative with a weekly summary of users' calls, identifying user problems, trends, recommendations for improvement and metrics by noon each Monday for the preceding week.</p>	Timeliness and quality of training. Review of test results metrics. User feedback on quality of training.	NA
2.2.12. User Satisfaction (Task 2 & Task 3)				
18	The contractor shall provide a User Satisfaction Measurement Plan for measuring user satisfaction (such as user surveys or other reporting media), and capturing user comments (such as	a) Submit a draft of the plan to include sample surveys thirty (30) days prior to delivery of increment 2. Provide revised plan Fourteen (14) days after receipt of Government comments. At the beginning	Timely submission of the plan and monthly reports, to include analysis and recommendations.	1% reduction of monthly invoice for each 5% that actual level is below performance target

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	problems and potential enhancements). The contractor and the Government will mutually agree on the customer satisfaction levels to be achieved on the system for each user group. This agreed upon level will be the contractor's performance target for that subsequent period. The contractor shall execute the approved plan and provide results to the Government.	of each option period the contractor will provide a revised plan as required. b) Conduct monthly surveys and report results to the Government.	The content of the monthly reports will provide sufficient information on which management action will result.	level (Task 3 only)
2.2.13. DPS Software, Hardware, and Telecommunication Components (Task 2 & Task 3)				
19	The contractor shall provide a Configuration Management (CM) plan to manage all components of DPS.	a) Submit a draft of configuration management plan thirty (30) days after the start of Task 2. Provide revised plan fourteen (14) days after receipt of Government comments. b) Updated plans provided as required during the system life cycle.	Monitor timely submission and review configuration management plan for acceptability.	NA
20	The contractor shall provide all hardware and software required to design, develop, test, train, implement and support DPS. The contractor shall maintain DPS by incorporating, testing, and deploying functional, technical, and interface changes in accordance with the contractor's configuration management plan. Changes include those to DPS hardware, software, and security and other system upgrades for continuous functionality enhancements and technology refreshments. The Contractor development and maintenance shall be in accordance with technical standards and	a) The contractor manages changes in accordance with CM plan. b) Notification to the Government of any commercial component upgrades thirty (30) days prior to product release. Based on operational exigencies, shorter timeframes may be required by the Government. c) Provide to the Government a DPS upgrade plan within thirty (30) days after the release of commercial component (COTS) upgrades. Based on operational exigencies, shorter timeframes may be required by the Government.	Review of the upgrade plan for completeness and timely compliance. Monitor and assess upgrades and their implementation, documentation, and system performance, in accordance with upgrade plans and releases, CM plan, and applicable technical standards and requirements.	NA

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	<p>requirements contained in attachment C. Where required the contractor shall coordinate with the DECC to insure these requirements are accomplished.</p> <p>The Contractor shall maintain and update user manuals, training materials and software, and system documentation (e.g., systems subsystem specification, database specification) as required to keep pace with changes to DPS and provide such materials at such time as changes become available for testing. The contractor will update these documents based on the results of Government testing.</p> <p>At implementation of each release, the contractor shall provide all developed source code, and a software version description document (SVD) to the Contracting Officer Representative (COR) in a format approved by the Government.</p> <p>Once development of software enhancements are approved by the Government, the contractor will keep Government testers (IV&V) informed as to the progress and details of the change to allow for development of test conditions. Mechanism for such process will be mutually agreed upon between the contractor and the Government.</p>	<p>d) Provide to the Government all upgrades within DPS in accordance with approved upgrade plan within thirty (30) days of Government approval of the upgrade plan.</p> <p>e) The contractor provided upgrades meet all technical requirements in attachment C.</p> <p>f) Executed upgrades cause no degradation of performance or functionality of the DPS.</p> <p>g) Updated user manuals, training materials and software, and system documentation are provided when system changes are made available to the Government for testing. Revisions to these documents must be provided fourteen (14) days after receipt of Government comments.</p> <p>h) Source code and SVD provided at time of implementation of each release.</p>		

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	<ul style="list-style-type: none">• Identify and document upgrades and changes to all DPS components, including failover and COOP.• Test and deploy configuration changes in accordance with configuration control and test procedures.• Participate in Government-sponsored configuration control boards and provide impact assessments for proposed DPS configuration changes as required.• Provide all DPS system administration and technical support required to meet system operational availability objectives.• Refresh technology to maintain a modern, cost-effective delivery of DPS. This should include upgrading the DPS with new software releases at no additional cost to the Government.• Maintain DPS to meet all information assurance requirements as specified elsewhere in this statement of work.			

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2.2.14. Operational Availability (Task 3)				
21	<p>The contractor has overall responsibility for the operation of DPS. The Government recognizes that the contractor does not control all aspects of DPS, but is responsible for monitoring DPS operational availability. DPS operational availability is required 24 hours a day, 7 days a week, and 365 days a year. The contractor is responsible for all aspects of DPS except for the following:</p> <ul style="list-style-type: none"> Physical plant at Production and COOP facilities Network and telecommunications connectivity at the Production, COOP and user facilities Hardware maintenance at the Production and COOP facilities Root system administration actions at Production and COOP facilities, except insofar as root access may be provided to the contractor by the DECC. <p>The above exceptions do not relieve the contractor of its responsibility to provide guidance and assistance for root system administration actions at production and COOP facilities.</p> <p>Scheduled maintenance outages shall be coordinated with the Government 72 hours in advance to minimize the impact on users. Close coordination with the DECC is required to minimize</p>	<p>a) DPS shall meet operational availability requirements worldwide 24 hours a day, 7 days a week, 365 days a year.</p> <p>b) Scheduled maintenance resulting in system outage from the production DPS shall not exceed 4 hours per month. Based on operational exigencies, longer timeframes may be authorized by the Government.</p> <p>c) Problem resolution or unscheduled maintenance resulting in system outage from the production DPS shall not exceed 4 hours per month. Based on operational exigencies, longer timeframes may be authorized by the Government.</p> <p>d) Availability reporting is accurate and timely 100 percent of the time.</p>	Review of scheduled reports on system operational rates and outage reports from users.	0.5% reduction in monthly invoice for each hour over the 4 hour standards in accordance with b) and c). (Task 3 only)

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	<p>overall system down-time. To the maximum extent possible, maintenance shall be performed in conjunction with the DECC maintenance schedule.</p> <p>Operational availability statistics and metrics shall be included in monthly IPRs. Availability reporting shall include monthly operational availability, scheduled maintenance outage (historical for reporting month and projected for upcoming month), and unscheduled outages.</p>			

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#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.15. Develop, Implement and Maintain a Failover and Continuity of Operations (COOP) Plan (Task 2 & Task 3)				
22	The contractor shall develop and implement a failover and COOP plan in coordination with the DECC. The plan should clearly articulate the responsibilities of the contractor and the Government in executing COOP procedures. The contractor is responsible for developing materials (e.g. manuals, instructions) and training DECC personnel on COOP procedures. The Failover and COOP systems must match the full capability of the production system to ensure support of the full DPS workload. During unscheduled primary system outage, DPS shall have High Availability with application and database replication fail-over to a secondary system to ensure zero down-time upon loss of the primary system. For scheduled primary system outage, switchover to the secondary system shall be transparent to the user.	<p>a) Submit a draft of Failover and COOP plan ninety (90) days after the start of Task 2. Provide revised plan fourteen (14) days after receipt of Government comments.</p> <p>b) Updated plans provided as required during the system life cycle.</p> <p>c) Implement and periodically test the COOP system in accordance with the approved plan.</p> <p>d) Implement the failover capability in conjunction with production.</p> <p>e) COOP must be in place, tested and operational within ninety (90) days after DPS goes into production.</p> <p>f) Operate the failover and COOP annually for one week to demonstrate its capability to meet COOP requirements. Coordinate scheduled operation in sufficient time for the Government to observe or monitor the switchover.</p> <p>g) The contractor shall ensure that failover and COOP meet the performance standards in attachment C.</p> <p>h) The COOP system data must be no more than two hours behind the production system. The COOP site must be capable of becoming operational within two hours of the production system</p>	<p>Monitor timely submission and review Failover and COOP plan for acceptability.</p> <p>Periodic review, not less than quarterly, of COOP plan and observation of scheduled COOP system testing.</p>	3.0% reduction in the applicable monthly invoice amount for failure to deliver the COOP in accordance with standard e) and/or failure to demonstrate failover IAW standard f).

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
		failure.		
2.2.16. Disaster Recovery, Backup and Emergency Restoration (Task 2 & Task 3)				
23	The contractor shall provide a backup and emergency restoration capability in accordance with guidelines provided in MTMC's IM Contingency and Emergency Management Handbook. This handbook may be viewed in the DPS Technical Library. The contractor shall clearly articulate the responsibilities of the contractor and the Government in executing backup and emergency restoration procedures in the Disaster Recovery Plan. The contractor is responsible for developing materials (e.g. manuals, instructions) and training DECC personnel on procedures.	<p>a) A backup and emergency restoration system, which satisfies handbook guidelines shall be demonstrated during SAT and available NLT thirty (30) days prior to DPS going into production.</p> <p>b) A Contingency Plan, and a Disaster Recovery Plan NLT sixty (60) days prior to DPS going into production. Provide revised plan fourteen (14) days after receipt of Government comments.</p>	Periodic observation of the system, Government testing and periodic audit for compliance with handbook guidelines.	
2.2.17. Sustainment Training (Task 3)				
24	The contractor shall provide sustainment training materials in accordance with the training plan. The contractor shall provide training materials to the Military Transportation Schools for development of a curriculum.	<p>a) Submit a draft of the training materials to coincide with issuance of each major release for testing. The contractor shall provide training materials covering 100% of the functionality that is suitable for the intended audience. Provide revised training materials fourteen (14) days after receipt of Government comments.</p> <p>b) The contractor provides updates to training materials and tutorials to the users fourteen (14) days prior to the release of new DPS functionality.</p>	Timeliness of training materials, testing training materials, and user feedback on quality of training.	